

**Illinois Bell Telephone Company (SBC Illinois)**  
**Service Quality and Customer Credits Report for the Fourth Quarter of 2004**  
This Page Pursuant to Administrative Code Part 730 Section 115

**Operator Answer Time - Toll and Assistance - Section 730.510(a)(1)**

	October	November	December	Qtr Average
IL TOTAL	2.89	2.74	3.33	2.99

**Operator Answer Time - Information - Section 730.510(a)(1)**

	October	November	December	Qtr Average
IL TOTAL	5.43	4.81	5.00	5.08

**Repair Office Answer Time - Section 730.510(b)(1)**

	October	November	December	Qtr Average
IL TOTAL	46.05	57.53	41.72	48.74

**Business or Customer Service Answer Time - Section 730.510(b)(1)**

Customer Class	October	November	December	Qtr Average
Consumer	17.29	14.73	19.79	17.35
Business	65.83	62.84	47.88	58.67
IL TOTAL	23.50	20.67	23.15	22.45

**Percent of Service Installations - Section 730.540(a)**

Geographic Area	October	November	December	Qtr Average
IL Bellwood	98.75%	99.27%	99.22%	99.05%
IL Chicago Beverly	99.22%	99.58%	99.08%	99.29%
IL Chicago Loop	98.80%	99.40%	99.07%	99.07%
IL Chicago Montrose	98.88%	99.44%	99.22%	99.15%
IL Chicago Prospect	99.11%	99.47%	99.08%	99.21%
IL Chicago Ronald St.	99.11%	99.62%	98.98%	99.23%
IL Chicago Stewart	99.27%	99.38%	99.06%	99.24%
IL Cicero	98.72%	99.50%	99.00%	99.04%
IL East St.Louis	98.52%	98.78%	97.57%	98.28%
IL Evanston	99.29%	98.91%	98.54%	98.94%
IL Gurnee	99.03%	99.06%	99.08%	99.05%
IL Kankakee	98.60%	99.01%	98.78%	98.79%
IL McHenry	99.41%	98.63%	98.93%	99.00%
IL Montgomery	99.03%	98.87%	98.14%	98.70%
IL Orland	99.24%	98.09%	97.26%	98.29%
IL Peoria	99.49%	99.50%	99.25%	99.41%
IL Rockford	99.36%	99.34%	99.35%	99.35%
IL Springfield	99.00%	99.51%	98.60%	99.03%
IL St. Charles	96.62%	99.12%	99.05%	98.29%
IL Unknown	100.00%	100.00%	100.00%	100.00%
IL TOTAL	98.88%	99.16%	98.78%	98.94%

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**Percent Out of Service Lines Repaired in < 24 hours - Sec. 730.535(a)**

<b>Geographic Area</b>	<b>October</b>	<b>November</b>	<b>December</b>	<b>Qtr Average</b>
IL Bellwood	95.73%	94.06%	96.72%	95.45%
IL Chicago Beverly	98.19%	97.09%	96.21%	97.11%
IL Chicago Loop	96.62%	97.02%	96.94%	96.84%
IL Chicago Montrose	95.88%	97.07%	96.14%	96.34%
IL Chicago Prospect	95.35%	95.09%	95.32%	95.24%
IL Chicago Ronald St.	97.03%	97.97%	96.47%	97.21%
IL Chicago Stewart	98.53%	97.68%	95.95%	97.35%
IL Cicero	96.24%	95.03%	96.38%	95.86%
IL East St.Louis	94.08%	91.77%	91.84%	92.62%
IL Evanston	95.39%	91.92%	94.73%	93.93%
IL Gurnee	96.79%	93.73%	96.45%	95.68%
IL Kankakee	96.27%	94.72%	93.05%	94.61%
IL McHenry	95.21%	93.60%	93.54%	94.12%
IL Montgomery	95.91%	93.65%	93.10%	94.16%
IL Orland	98.70%	94.12%	95.23%	95.85%
IL Peoria	96.98%	90.62%	97.12%	94.88%
IL Rockford	96.64%	93.18%	97.82%	95.79%
IL Springfield	96.70%	94.48%	95.48%	95.58%
IL St. Charles	98.93%	95.58%	96.10%	96.92%
IL Unknown	90.00%	68.42%	92.86%	85.07%
<b>IL TOTAL</b>	<b>96.54%</b>	<b>94.74%</b>	<b>95.39%</b>	<b>95.54%</b>

**Trouble Reports per 100 Access Lines - Section 730.545(a)**

<b>Geographic Area</b>	<b>October</b>	<b>November</b>	<b>December</b>	<b>Qtr Average</b>
IL Bellwood	1.14	1.18	1.39	1.24
IL Chicago Beverly	2.14	2.81	2.78	2.58
IL Chicago Loop	0.97	0.83	0.77	0.86
IL Chicago Montrose	1.77	1.57	1.57	1.64
IL Chicago Prospect	2.08	2.53	2.45	2.35
IL Chicago Ronald St.	1.49	2.01	1.74	1.75
IL Chicago Stewart	2.29	2.55	2.86	2.57
IL Cicero	1.35	1.63	1.79	1.59
IL East St.Louis	2.02	1.81	1.77	1.87
IL Evanston	1.46	1.55	1.49	1.50
IL Gurnee	1.03	1.28	1.11	1.14
IL Kankakee	1.92	2.29	2.46	2.22
IL McHenry	1.31	1.46	1.25	1.34
IL Montgomery	1.36	1.47	1.53	1.45
IL Orland	1.29	1.46	1.83	1.53
IL Peoria	1.38	1.36	1.23	1.32
IL Rockford	1.49	1.54	1.48	1.51
IL Springfield	1.91	1.96	1.48	1.78
IL St. Charles	1.12	1.07	1.12	1.10
IL Unknown	18.75	3,241.67	3,393.75	2,218.06
<b>IL TOTAL</b>	<b>1.44</b>	<b>1.59</b>	<b>1.57</b>	<b>1.53</b>

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**Percent Repeat Trouble reports - Section 730.545(c)**

<b>Geographic Area</b>	<b>October</b>	<b>November</b>	<b>December</b>	<b>Qtr Average</b>
IL Bellwood	7.83%	6.73%	7.46%	7.29%
IL Chicago Beverly	10.90%	9.25%	9.68%	9.84%
IL Chicago Loop	10.98%	10.19%	9.58%	10.31%
IL Chicago Montrose	10.86%	9.01%	9.20%	9.73%
IL Chicago Prospect	9.86%	6.95%	8.56%	8.36%
IL Chicago Ronald St.	8.81%	6.75%	7.78%	7.67%
IL Chicago Stewart	9.85%	9.52%	8.25%	9.12%
IL Cicero	8.53%	6.80%	7.35%	7.52%
IL East St.Louis	8.44%	10.11%	11.36%	9.92%
IL Evanston	8.52%	8.71%	10.20%	9.13%
IL Gurnee	8.82%	8.52%	8.95%	8.77%
IL Kankakee	9.16%	7.24%	7.76%	7.96%
IL McHenry	8.60%	8.47%	9.48%	8.83%
IL Montgomery	9.72%	8.82%	10.15%	9.57%
IL Orland	7.59%	7.50%	8.31%	7.84%
IL Peoria	8.12%	8.85%	8.85%	8.60%
IL Rockford	7.75%	9.22%	9.36%	8.79%
IL Springfield	9.10%	9.16%	11.51%	9.77%
IL St. Charles	9.59%	8.07%	8.11%	8.53%
IL Unknown	22.22%	0.13%	0.43%	0.34%
<b>IL TOTAL</b>	<b>9.10%</b>	<b>8.15%</b>	<b>8.78%</b>	<b>8.66%</b>

**Percent of Installation Trouble reports - Section 730.545(f)**

<b>Geographic Area</b>	<b>October</b>	<b>November</b>	<b>December</b>	<b>Qtr Average</b>
IL Bellwood	4.15%	11.85%	11.20%	8.54%
IL Chicago Beverly	5.20%	14.55%	13.60%	10.81%
IL Chicago Loop	4.47%	14.61%	12.49%	9.88%
IL Chicago Montrose	4.46%	14.45%	12.31%	9.50%
IL Chicago Prospect	5.24%	16.01%	15.95%	11.90%
IL Chicago Ronald St.	3.75%	13.11%	12.38%	9.19%
IL Chicago Stewart	5.65%	17.30%	16.08%	12.46%
IL Cicero	2.92%	10.69%	10.99%	7.71%
IL East St.Louis	3.58%	8.85%	9.12%	7.02%
IL Evanston	4.49%	12.41%	12.89%	9.44%
IL Gurnee	4.00%	12.39%	10.39%	8.64%
IL Kankakee	3.94%	14.43%	12.95%	10.02%
IL McHenry	3.81%	8.55%	8.28%	6.73%
IL Montgomery	3.74%	12.42%	11.92%	8.97%
IL Orland	2.80%	10.06%	9.89%	7.02%
IL Peoria	3.53%	10.95%	10.03%	7.91%
IL Rockford	3.44%	11.94%	9.43%	7.99%
IL Springfield	3.95%	10.93%	9.10%	7.75%
IL St. Charles	3.20%	11.29%	9.85%	8.04%
IL Unknown	0.00%	33.33%	25.00%	28.57%
<b>IL TOTAL</b>	<b>3.98%</b>	<b>12.43%</b>	<b>11.47%</b>	<b>8.88%</b>

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**Missed Repair Appointments - Section 730.545(h)**

<b>Geographic Area</b>	<b>October</b>	<b>November</b>	<b>December</b>	<b>Qtr Average</b>
IL Bellwood	17	40	23	27
IL Chicago Beverly	16	23	42	27
IL Chicago Loop	29	17	13	20
IL Chicago Montrose	59	41	44	48
IL Chicago Prospect	37	48	49	45
IL Chicago Ronald St.	21	52	42	38
IL Chicago Stewart	36	23	65	41
IL Cicero	25	33	33	30
IL East St.Louis	17	18	16	17
IL Evanston	35	44	28	36
IL Gurnee	16	23	27	22
IL Kankakee	10	25	42	26
IL McHenry	21	34	18	24
IL Montgomery	22	26	14	21
IL Orland	8	37	40	28
IL Peoria	11	11	5	9
IL Rockford	7	10	14	10
IL Springfield	11	19	3	11
IL St. Charles	9	18	22	16
IL Unknown	0	0	0	0
<b>IL TOTAL</b>	<b>407</b>	<b>542</b>	<b>540</b>	<b>496</b>

**Missed Installation Appointments - Section 730.545(d)**

<b>Geographic Area</b>	<b>October</b>	<b>November</b>	<b>December</b>	<b>Qtr Average</b>
IL Bellwood	33	25	21	26
IL Chicago Beverly	21	16	17	18
IL Chicago Loop	18	24	17	20
IL Chicago Montrose	34	26	34	31
IL Chicago Prospect	30	29	39	33
IL Chicago Ronald St.	25	21	22	23
IL Chicago Stewart	21	21	16	19
IL Cicero	23	21	21	22
IL East St.Louis	22	15	31	23
IL Evanston	17	22	25	21
IL Gurnee	25	29	29	28
IL Kankakee	55	43	36	45
IL McHenry	50	64	33	49
IL Montgomery	56	54	51	54
IL Orland	63	51	51	55
IL Peoria	18	12	10	13
IL Rockford	8	8	7	8
IL Springfield	15	10	26	17
IL St. Charles	33	57	56	49
IL Unknown	29	17	20	22
<b>IL TOTAL</b>	<b>596</b>	<b>565</b>	<b>562</b>	<b>576</b>

**Illinois Bell Telephone Company (SBC Illinois)**  
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**Out of Service Over 24 Hours Credits**

**October 2004**

Geographic Area	Dollar Amount of Credits Given	Number of Credits Given for Out of Service Periods Falling Into the Following Ranges of Hours:					Number of exemptions claimed for each of the categories identified in Section 732.30(e)	Number of Customers Who Received Alternative Phone Service
		25-48	49-72	73-96	97-120	over 120		
IL Bellwood	\$129.58	67	6	1	0	1	105	0
IL Chicago Beverly	\$44.25	25	2	0	0	0	45	0
IL Chicago Loop	\$226.05	85	14	1	1	0	87	0
IL Chicago Montrose	\$307.25	99	11	2	2	0	138	0
IL Chicago Prospect	\$219.24	100	6	4	0	1	81	0
IL Chicago Ronald St.	\$93.96	58	3	2	0	0	60	0
IL Chicago Stewart	\$77.21	23	2	0	0	1	48	0
IL Cicero	\$97.10	77	3	0	0	0	75	0
IL East St.Louis	\$243.29	94	12	1	1	0	81	0
IL Evanston	\$330.21	77	12	4	2	4	215	0
IL Gurnee	\$43.05	51	0	0	0	0	73	0
IL Kankakee	\$153.25	81	3	1	0	0	60	0
IL McHenry	\$172.61	106	6	1	0	0	75	0
IL Montgomery	\$193.50	78	8	2	0	0	87	0
IL Orland	\$74.93	29	2	0	0	1	45	0
IL Peoria	\$91.14	40	7	0	0	0	39	0
IL Rockford	\$32.54	32	1	0	0	0	83	0
IL Springfield	\$93.19	71	2	1	0	0	89	0
IL St. Charles	\$85.09	25	3	0	1	0	75	0
IL Unknown	\$78.10	14	1	0	0	1	2	0
<b>IL TOTAL</b>	<b>\$2,785.54</b>	<b>1,232</b>	<b>104</b>	<b>20</b>	<b>7</b>	<b>9</b>	<b>1,563</b>	<b>0</b>

NOTE: The payment of customer credits is not an indication of poor service quality. For the year to date in 2004, SBC Illinois has met, or surpassed, every relevant service quality benchmark established by the Illinois Commerce Commission. SBC serves more than 6 million access lines in Illinois, most of which experienced no trouble of any kind during the reporting period.

**Illinois Bell Telephone Company (SBC Illinois)**  
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**Out of Service Over 24 Hours Credits**

**November 2004**

Geographic Area	Dollar Amount of Credits Given	Number of Credits Given for Out of Service Periods Falling Into the Following Ranges of Hours:					Number of exemptions claimed for each of the categories identified in Section 732.30(e)	Number of Customers Who Received Alternative Phone Service
		25-48	49-72	73-96	97-120	over 120		
IL Bellwood	\$305.95	87	22	1	0	0	278	0
IL Chicago Beverly	\$65.36	57	1	0	0	0	68	0
IL Chicago Loop	\$93.55	64	6	1	0	0	63	0
IL Chicago Montrose	\$169.63	59	5	3	1	0	84	0
IL Chicago Prospect	\$240.11	102	7	2	3	0	98	0
IL Chicago Ronald St.	\$69.87	40	6	0	0	0	150	0
IL Chicago Stewart	\$66.18	33	4	0	0	0	52	0
IL Cicero	\$259.50	110	8	2	1	1	174	0
IL East St.Louis	\$423.31	140	16	6	3	1	107	0
IL Evanston	\$449.03	198	17	6	3	0	144	0
IL Gurnee	\$293.53	111	20	0	0	1	88	0
IL Kankakee	\$282.35	120	13	3	0	0	138	0
IL McHenry	\$255.23	156	12	0	0	0	101	0
IL Montgomery	\$311.89	132	12	7	0	0	93	0
IL Orland	\$363.11	115	18	3	1	0	131	0
IL Peoria	\$411.48	122	19	7	1	0	184	0
IL Rockford	\$178.93	85	6	4	0	0	47	0
IL Springfield	\$607.43	96	22	10	6	1	395	0
IL St. Charles	\$194.61	101	11	1	1	0	101	0
IL Unknown	\$110.58	10	1	0	0	1	6	0
<b>IL TOTAL</b>	<b>\$5,151.63</b>	<b>1,938</b>	<b>226</b>	<b>56</b>	<b>20</b>	<b>5</b>	<b>2,502</b>	<b>0</b>

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**Out of Service Over 24 Hours Credits**

**December 2004**

Geographic Area	Dollar Amount of Credits Given	Number of Credits Given for Out of Service Periods Falling Into the Following Ranges of Hours:					Number of exemptions claimed for each of the categories identified in Section 732.30(e)	Number of Customers Who Received Alternative Phone Service
		25-48	49-72	73-96	97-120	over 120		
IL Bellwood	\$199.51	51	4	2	1	2	89	0
IL Chicago Beverly	\$97.57	57	4	0	0	1	94	0
IL Chicago Loop	\$56.90	51	4	0	1	0	59	0
IL Chicago Montrose	\$167.80	66	7	1	1	1	217	0
IL Chicago Prospect	\$416.33	79	11	10	5	1	146	0
IL Chicago Ronald St.	\$101.85	57	3	1	1	1	101	0
IL Chicago Stewart	\$95.74	58	4	1	0	0	187	0
IL Cicero	\$306.80	61	6	5	3	1	103	0
IL East St.Louis	\$250.88	95	11	2	1	0	88	0
IL Evanston	\$233.33	88	14	3	0	1	82	0
IL Gurnee	\$108.31	54	3	1	0	1	85	0
IL Kankakee	\$618.85	141	22	6	3	3	134	0
IL McHenry	\$182.71	119	7	0	0	0	75	0
IL Montgomery	\$299.44	116	12	2	3	0	76	0
IL Orland	\$351.42	129	18	2	2	0	104	0
IL Peoria	\$38.55	30	2	0	0	0	28	0
IL Rockford	\$65.43	23	3	1	0	0	44	0
IL Springfield	\$272.13	51	18	4	0	0	49	0
IL St. Charles	\$186.25	71	8	1	1	1	81	0
IL Unknown	\$12.65	12	0	0	0	0	5	0
<b>IL TOTAL</b>	<b>\$4,062.45</b>	<b>1,409</b>	<b>161</b>	<b>42</b>	<b>22</b>	<b>13</b>	<b>1,847</b>	<b>0</b>

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**Illinois Bell Telephone Company (SBC Illinois)**  
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**Delayed Instalation Credits**

**October 2004**

Geographic Area	Dollar Amount of Credits Given	Number of Credits Given for Delayed Installation Periods Falling Into the Following Ranges of Days:			Number of exemptions claimed for each of the categories identified in Section 732.30(e)	Number of Customers Who Received Alternative Phone Service
		6-10	11	over 11		
IL Bellwood	\$701.16	20	0	0	220	0
IL Chicago Beverly	\$282.53	9	0	1	174	0
IL Chicago Loop	\$568.20	23	1	0	285	0
IL Chicago Montrose	\$604.78	22	0	2	473	0
IL Chicago Prospect	\$599.95	27	1	0	335	0
IL Chicago Ronald St.	\$583.65	23	1	1	293	0
IL Chicago Stewart	\$441.03	21	0	0	261	0
IL Cicero	\$400.40	17	1	0	207	0
IL East St.Louis	\$780.83	31	3	0	105	0
IL Evanston	\$267.18	12	0	0	168	0
IL Gurnee	\$349.88	16	0	0	174	0
IL Kankakee	\$2,553.13	15	1	3	221	0
IL McHenry	\$1,494.23	21	0	3	209	0
IL Montgomery	\$405.92	15	1	0	183	0
IL Orland	\$2,701.98	33	2	5	243	0
IL Peoria	\$325.80	13	1	0	75	0
IL Rockford	\$203.13	9	0	0	68	0
IL Springfield	\$674.55	7	1	3	95	0
IL St. Charles	\$393.66	15	1	0	172	0
IL Unknown	\$917.66	6	0	5	0	0
<b>IL TOTAL</b>	<b>\$15,249.65</b>	<b>355</b>	<b>14</b>	<b>23</b>	<b>3,961</b>	<b>0</b>

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**Delayed Instalation Credits**

**November 2004**

Geographic Area	Dollar Amount of Credits Given	Number of Credits Given for Delayed Installation Periods Falling Into the Following Ranges of Days:			Number of exemptions claimed for each of the categories identified in Section 732.30(e)	Number of Customers Who Received Alternative Phone Service
		6-10	11	over 11		
IL Bellwood	\$635.74	27	0	0	137	0
IL Chicago Beverly	\$1,674.38	15	1	1	95	0
IL Chicago Loop	\$664.57	21	0	0	186	0
IL Chicago Montrose	\$681.60	24	1	2	264	0
IL Chicago Prospect	\$638.40	28	1	0	222	0
IL Chicago Ronald St.	\$884.23	22	1	1	200	0
IL Chicago Stewart	\$1,118.16	22	1	3	165	0
IL Cicero	\$849.94	24	0	3	128	0
IL East St.Louis	\$1,519.03	24	3	5	63	0
IL Evanston	\$864.10	23	0	2	148	0
IL Gurnee	\$1,156.56	23	0	1	137	0
IL Kankakee	\$1,720.51	34	0	5	126	0
IL McHenry	\$1,728.94	49	2	4	167	0
IL Montgomery	\$1,165.20	31	0	2	142	0
IL Orland	\$2,595.80	48	2	4	155	0
IL Peoria	\$396.87	19	0	0	51	0
IL Rockford	\$674.78	10	1	3	63	0
IL Springfield	\$887.16	16	0	1	59	0
IL St. Charles	\$1,644.27	30	2	2	175	0
IL Unknown	\$2,338.61	42	4	7	0	0
<b>IL TOTAL</b>	<b>\$23,838.85</b>	<b>532</b>	<b>19</b>	<b>46</b>	<b>2,683</b>	<b>0</b>

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**Delayed Instalation Credits**

**December 2004**

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		6-10	11	over 11		
IL Bellwood	\$639.89	18	1	0	146	0
IL Chicago Beverly	\$345.23	11	1	0	109	0
IL Chicago Loop	\$378.66	15	1	0	205	0
IL Chicago Montrose	\$789.96	20	0	2	249	0
IL Chicago Prospect	\$5,122.94	19	1	1	344	0
IL Chicago Ronald St.	\$504.91	20	1	0	215	0
IL Chicago Stewart	\$982.93	17	2	1	219	0
IL Cicero	\$710.56	22	2	1	142	0
IL East St.Louis	\$17,221.89	42	2	14	96	0
IL Evanston	\$341.93	16	0	0	160	0
IL Gurnee	\$3,843.19	19	0	1	136	0
IL Kankakee	\$3,826.57	29	1	2	145	0
IL McHenry	\$3,087.67	22	0	3	159	0
IL Montgomery	\$7,553.40	35	1	6	124	0
IL Orland	\$6,868.89	60	0	13	198	0
IL Peoria	\$518.46	13	0	1	61	0
IL Rockford	\$1,076.63	9	1	1	54	0
IL Springfield	\$1,750.20	20	0	5	79	0
IL St. Charles	\$2,105.36	24	0	5	203	0
IL Unknown	\$1,682.56	32	0	6	0	0
<b>IL TOTAL</b>	<b>\$59,351.83</b>	<b>463</b>	<b>14</b>	<b>62</b>	<b>3,044</b>	<b>0</b>

NOTE: The payment of customer credits is not an indication of poor service quality. For the year to date in 2004, SBC Illinois has met, or surpassed, every relevant service quality benchmark established by the Illinois Commerce Commission. SBC serves more than 6 million access lines in Illinois, most of which experienced no trouble of any kind during the reporting period.

**Illinois Bell Telephone Company (SBC Illinois)**  
**Service Quality and Customer Credits Report for the Fourth Quarter of 2004**

This Page Pursuant to Administrative Code Part 732 Section 60

**Missed Appointment Credits**

**October 2004**

<b>Geographic Area</b>	<b>Dollar Amount of Credits Given</b>	<b>Number of Customers Receiving Credits</b>	<b>Number of exemptions claimed for each of the categories identified in Section 732.30(e)</b>
IL Bellwood	\$2,500.00	50	0
IL Chicago Beverly	\$1,850.00	35	0
IL Chicago Loop	\$2,350.00	47	0
IL Chicago Montrose	\$4,650.00	91	0
IL Chicago Prospect	\$3,350.00	66	0
IL Chicago Ronald St.	\$2,300.00	45	0
IL Chicago Stewart	\$2,850.00	57	0
IL Cicero	\$2,400.00	46	0
IL East St.Louis	\$1,950.00	36	0
IL Evanston	\$2,600.00	52	0
IL Gurnee	\$2,050.00	40	0
IL Kankakee	\$3,250.00	63	0
IL McHenry	\$3,550.00	68	0
IL Montgomery	\$3,900.00	76	0
IL Orland	\$3,550.00	65	0
IL Peoria	\$1,450.00	28	0
IL Rockford	\$750.00	15	0
IL Springfield	\$1,300.00	25	0
IL St. Charles	\$2,100.00	42	0
IL Unknown	\$1,450.00	29	0
<b>IL TOTAL</b>	<b>\$50,150.00</b>	<b>976</b>	<b>0</b>

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**Illinois Bell Telephone Company (SBC Illinois)**  
**Service Quality and Customer Credits Report for the Fourth Quarter of 2004**

This Page Pursuant to Administrative Code Part 732 Section 60

**Missed Appointment Credits**

**November 2004**

<b>Geographic Area</b>	<b>Dollar Amount of Credits Given</b>	<b>Number of Customers Receiving Credits</b>	<b>Number of exemptions claimed for each of the categories identified in Section 732.30(e)</b>
IL Bellwood	\$3,250.00	63	0
IL Chicago Beverly	\$1,950.00	39	0
IL Chicago Loop	\$2,050.00	40	0
IL Chicago Montrose	\$3,350.00	65	0
IL Chicago Prospect	\$3,850.00	76	0
IL Chicago Ronald St.	\$3,650.00	73	0
IL Chicago Stewart	\$2,200.00	44	0
IL Cicero	\$2,700.00	54	0
IL East St.Louis	\$1,650.00	30	0
IL Evanston	\$3,300.00	66	0
IL Gurnee	\$2,600.00	52	0
IL Kankakee	\$3,400.00	63	0
IL McHenry	\$4,900.00	92	0
IL Montgomery	\$4,000.00	77	0
IL Orland	\$4,400.00	87	0
IL Peoria	\$1,150.00	23	0
IL Rockford	\$900.00	18	0
IL Springfield	\$1,450.00	28	0
IL St. Charles	\$3,750.00	72	0
IL Unknown	\$850.00	17	0
<b>IL TOTAL</b>	<b>\$55,350.00</b>	<b>1,079</b>	<b>0</b>

NOTE: The payment of customer credits is not an indication of poor service quality. For the year to date in 2004, SBC Illinois has met, or surpassed, every relevant service quality benchmark established by the Illinois Commerce Commission. SBC serves more than 6 million access lines in Illinois, most of which experienced no trouble of any kind during the reporting period.

**Illinois Bell Telephone Company (SBC Illinois)**  
**Service Quality and Customer Credits Report for the Fourth Quarter of 2004**

This Page Pursuant to Administrative Code Part 732 Section 60

**Missed Appointment Credits**

**December 2004**

<b>Geographic Area</b>	<b>Dollar Amount of Credits Given</b>	<b>Number of Customers Receiving Credits</b>	<b>Number of exemptions claimed for each of the categories identified in Section 732.30(e)</b>
IL Bellwood	\$2,200.00	44	0
IL Chicago Beverly	\$2,950.00	58	0
IL Chicago Loop	\$1,500.00	30	0
IL Chicago Montrose	\$3,900.00	77	0
IL Chicago Prospect	\$4,400.00	86	0
IL Chicago Ronald St.	\$3,200.00	64	0
IL Chicago Stewart	\$4,050.00	81	0
IL Cicero	\$2,700.00	54	0
IL East St.Louis	\$2,350.00	41	0
IL Evanston	\$2,650.00	52	0
IL Gurnee	\$2,800.00	56	0
IL Kankakee	\$3,900.00	78	0
IL McHenry	\$2,550.00	50	0
IL Montgomery	\$3,250.00	65	0
IL Orland	\$4,550.00	90	0
IL Peoria	\$750.00	15	0
IL Rockford	\$1,050.00	21	0
IL Springfield	\$1,450.00	23	0
IL St. Charles	\$3,900.00	77	0
IL Unknown	\$1,000.00	20	0
<b>IL TOTAL</b>	<b>\$55,100.00</b>	<b>1,082</b>	<b>0</b>

NOTE: The payment of customer credits is not an indication of poor service quality. For the year to date in 2004, SBC Illinois has met, or surpassed, every relevant service quality benchmark established by the Illinois Commerce Commission. SBC serves more than 6 million access lines in Illinois, most of which experienced no trouble of any kind during the reporting period.